

WS 02987A-08-0180



0000094277

ORIGINAL

ARIZONA CORPORATION COMMISSION  
UTILITY COMPLAINT FORM

Investigator: Guadalupe Ortiz

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion      No. 2009 - 77230

Date: 3/4/2009

Complaint Description:      08A Rate Case Items - Opposed  
   N/A Not Applicable

Complaint By:      First:      Last:  
                                 **Ronald & Miranda**      **Chivers**

Account Name:      Ronald & Miranda Chivers

Home: [REDACTED]

Street:      [REDACTED]

Work:

City:      n/a

CBR:

State:      AZ      Zip: [REDACTED]

is:

Utility Company:      **Johnson Utilities L.L.C. d/b/a Johnson Utilities Company**

Division:      Water

Contact Name:      [REDACTED]

Contact Phone: [REDACTED]

Nature of Complaint:

2/27/2009 - CORRESPONDECE RECEIVED - OPINION OPPOSED:

RE: Docket No. WS-02987A-08-0180

2/19/2009

Ronald & Miranda Chivers

Phone: [REDACTED]  
Email: [REDACTED]

Docket you wish to comment on: Johnson Utilities rate increase  
Case or Utility Name: Johnson Utilities  
Docket Number: WS-02987A-08-0180  
Position on Docket: Con

We are against the increase in the Johnson Utilities request for increase. This is a retirement community (age 55+), with households of only 1 or 2 persons, and most persons in this park are on fixed incomes. Our rate is not all related to water consumption or sewage usage, and is already higher than the rate in many neighboring communities.

\*End of Complaint\*

Utilities' Response:

Investigator's Comments and Disposition:

RECEIVED  
2009 MAR -5 A 10:37  
AZ CORP COMMISSION  
DOCKET CONTROL

Arizona Corporation Commission  
DOCKETED

MAR - 5 2009

DOCKETED BY [Signature]

**ARIZONA CORPORATION COMMISSION**  
**UTILITY COMPLAINT FORM**

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Docketed with the Docket Control Center of the Arizona Corporation Commission to be made part of the record.  
CLOSED

\*End of Comments\*

**Date Completed:** 3/4/2009

**Opinion No.** 2009 - 77230

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WS-02987A-08-0180

ARIZONA CORPORATION COMMISSION  
UTILITY COMPLAINT FORM

Investigator: Guadalupe Ortiz

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion      No. 2009 - 77232

Date: 3/4/2009

Complaint Description:      08A Rate Case Items - Opposed  
N/A Not Applicable

First:

Last:

Complaint By:

Liliane

Thatcher

Account Name:

Liliane Thatcher

Home: [REDACTED]

Street:

[REDACTED]

Work:

City:

Mesa

CBR:

State:

AZ

Zip: [REDACTED]

is:

Utility Company:

Johnson Utilities L.L.C. d/b/a Johnson Utilities Company

Division:

Water

Contact Name:

[REDACTED]

Contact Phone: [REDACTED]

Nature of Complaint:

CORRESPONDENCE RECEIVED - OPINION OPPOSED:

RE: Docket No. WS-02987A-08-0180

2/25/2009

Liliane Thatcher

[REDACTED]  
Queen Creek, AZ 85240

Phone: [REDACTED]

Docket you wish to comment on: WS-02987A-08-0180

Case or Utility Name: Johnson Utilities

Docket Number: WS-02987A-08-0180

Position on Docket: Con

I have recently heard that Johnson Utilities will be having a rate increase of 20%. I do not agree with this by any means. I am a (widow) senior, living in a senior complex and do not use as much water as (for example) as my daughter, son in law and grand kids who live in "Cambria Estates" behind me. In these stressed economic times I do not see the need to raise prices on necessary items when everyone is struggling to even put food on the table. I am on a fixed income and this increase would effect my monthly bills tremendously, as I'm sure it would everyone. Please take into consideration my (as well as others who live in my complex) thoughts on this matter, as it does effect us (your customers).

Liliane Thatcher

\*End of Complaint\*

**ARIZONA CORPORATION COMMISSION**  
**UTILITY COMPLAINT FORM**

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**Utilities' Response:**

N/A

\*End of Response\*

**Investigator's Comments and Disposition:**

Docketed with Docket Control Center of the Arizona Corporation Commission to be made part of the record.

CLOSED

\*End of Comments\*

**Date Completed:** 3/4/2009

**Opinion No.** 2009 - 77232

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WS-02987A-08-0180

ARIZONA CORPORATION COMMISSION  
UTILITY COMPLAINT FORM

Investigator: Guadalupe Ortiz

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion      No. 2009 - 77233

Date: 3/4/2009

Complaint Description:      08A Rate Case Items - Opposed  
N/A Not Applicable

First:

Last:

Complaint By:      **Margie and Ken**

**Stanlinski**

Account Name:      Margie and Ken Stanlinski

Home: [REDACTED]

Street:      [REDACTED]

Work:

City:      Mesa

CBR:

State:      AZ      Zip: [REDACTED]

is:

Utility Company.      **Johnson Utilities L.L.C. d/b/a Johnson Utilities Company**

Division:      Water

Contact Name: [REDACTED]

Contact Phone: [REDACTED]

Nature of Complaint:

CORRESPONDENCE RECEIVED - OPINION OPPOSED:

RE: Docket No. WS-03987A-08-0180

2/25/2009

Margie and Ken Stanlinski

[REDACTED]  
Queen Creek, AZ 85240

Phone: [REDACTED]

Email: [REDACTED]

Docket you wish to comment on: WS-03987A-08-0180

Case or Utility Name: Johnson Utilities

Docket Number: WS-03987A-08-0180

Position on Docket: Con

I have recently heard that Johnson Utilities will be having a rate increase of 20%. I do not agree with this by any means. We are a senior couple, living in a senior complex who do not use as much water as (for example) the couple with four kids in "Cambria Estates" behind us. In these stressed economic times we do not see the need to raise prices on necessary items when everyone is struggling to even put food on the table. We are on a fixed income and this increase would effect our monthly bills tremendously, as I'm sure it would everyone.

\*End of Complaint\*

Utilities' Response:

N/A

\*End of Response\*

**ARIZONA CORPORATION COMMISSION**  
**UTILITY COMPLAINT FORM**

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**Investigator's Comments and Disposition:**

3/4/09 - Email to Customer:

Dear Margie and Ken Stanlinski:

Your letter sent to Arizona Corporation Commission ("Commission") in regard to the rate application filed by the Johnson Utilities L.L.C. ("Johnson Utilities") requesting approval of an increase in rates has been received.

An opinion will be placed on file with the Docket Control Center of the Commission on your behalf and made part of the record. The Commission will take your comments and concerns into consideration before a decision is rendered in the Johnson Utilities rate case.

Concerns raised by customers assist the Commission within the investigation and review of the rate application. The Commission's independent analysis of the utility and its rate request attempts to balance the interest of both, the utility and its customers. Commission Staff is very sensitive to the burden that high utility rates can place on the consumer, and though constitutionally required to allow a fair return to the utility, does everything within its authority to protect the consumer.

Commission staff appreciates the time you have taken to express your comments and concerns on the proposed rate increase. If you should have any questions related to this matter, please feel free to call me directly at [REDACTED] or on our in state toll free number at (800) 222-7000.

Thank you,

Guadalupe Ortiz  
Public Utilities Consumer Analyst  
Arizona Corporation Commission  
Utilities Division  
CLOSED  
\*End of Comments\*

**Date Completed: 3/4/2009**

**Opinion No. 2009 - 77233**

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